

# Creating a Performance Based Culture: The Critical Role of Managers and Supervisors

## You are invited

### TO THE PUBLIC SECTOR PERFORMANCE CONFERENCE 2004

A one-day conference designed to address the needs of Managers, Supervisors, Performance Consultants and Human Resource Professionals in the public sector. The conference will focus on practical and proven strategies for aligning employee and workgroup performance with agency goals.

#### DATE:

**October 18, 2004**

At the SeaTac Doubletree Inn

#### FEATURED SPEAKERS:



#### Dick Grote

Dick Grote is the renowned author of *Discipline without Punishment*, *The Complete Guide to Performance Appraisal*, and *The Performance Appraisal Question and Answer Book*. In 2002, *Workforce* magazine published a list of the eighty people, events and trends that have shaped human resources in the past century. Dick's work in the evolution of performance appraisal came in at number 19 (ahead of war and the rise of teams but well behind Peter Drucker and the personal computer).



#### Ron McMillan

Coauthor of *Crucial Conversations: Tools for Talking When Stakes are High*, Ron answers the question: what do you do when facing a conversation where stakes are high, opinions vary, and you or others are starting to become emotional? By learning how to hold those crucial conversations, you can enhance productivity, hold people accountable, strengthen teams, ensure quality, and improve both individual and organizational performance. Learn from Ron how to talk when the talking turns tough.



#### Governor Gary Locke

As a legislator, as King County Executive, and as Governor, Gary Locke has focused on improving the performance of government and the value that public agencies provide for citizens. Through executive orders to his cabinet, he has articulated clear expectations for improving customer service, reducing the costs and complexity of government services, and streamlining regulations. *In the event that the Governor is not available, the Governor's Chief of Staff, Tom Fitzsimmons, will represent him.*

#### THEMES:

- Principles of a performance driven culture
- Establishing employee performance expectations
- Communicating agency values and expected behaviors
- Principles of effective performance appraisals
- Benchmarking individual and group performance
- Managing in the world of competitive contracting
- Managing for performance in a collective bargaining environment
- Identifying, developing and assessing competencies
- Recognizing performance: effective alternatives to pay for performance
- Using performance measures to drive workgroup results
- Civil Service Reform: a new toolbox for managing employee performance
- Disciplining without punishment
- Motivating performance through feedback
- Aligning individual and organizational objectives
- Dealing effectively with performance issues
- Using performance data to streamline processes and work flow
- Developing one-page business plans